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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Wiseman, et al.

Art Unit : 2161

Serial No. : 09/927,957

Examiner : Unknown

Filed : August 9, 2001

Title : INTEGRATING ENTERPRISE SUPPORT SYSTEMS

Commissioner for Patents  
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Prior to examination, please amend the application as follows:

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In the specification:

Technology Center 2100

Replace paragraph 0026 on page 8 with the following rewritten paragraph:

A1  
[0026] Figs. 7A and 7B show a Channel Architecture Definition table.

Replace paragraph 0065 on page 34 with the following rewritten paragraph:

A2  
[0065] Fig. 6 is a block diagram of the integration hub's channel architecture 600. To aid in understanding the data flow involved in Fig. 6, an explanation for each component in this figure is provided. The Siebel application 602 is the CRM application where customer data originates. There are specific data fields required by the downstream billing systems, Portal Infranet 604 and Arbor 606. A "channel" is a key organizational concept in the publish/subscribe model in that it accepts incoming events from publishing applications and communicates these events to subscribers of that channel. Figs. 7A and 7B represent a Channel Architecture Definition table that includes a description of each channel and the associated publisher / subscriber information.

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